The Gear Page (*http://www.thegearpage.net/board/index.php*)
- **Effects, Pedals, Strings & Things** (*http://www.thegearpage.net/board/forumdisplay.php?f=4*)
- - **Yup, I paid $1,000 for a pedalboard. Would you be bummed with it too? (Many pics)** (*http://www.thegearpage.net/board/showthread.php?t=1478470*)

StratLovesLenny 09-09-2014 09:42 PM

Yup, I paid $1,000 for a pedalboard. Would you be bummed with it too? (Many pics)

To preface - I'm disappointed, but I'm unsure if I should be disappointed or if I just have unrealistic expectations. I don't have very much gear and decided to really push ALL-IN on a pedalboard. I know it's really a lot of money (and maybe dumb to buy something worth so much), but I rarely procure guitar gear and really wanted something very nice. For $1,000 (for a pedalboard), I really expect attention to detail, but I feel like I got a bit short-changed in more ways than one.

I should also preface to say that every time I've reached out to contact with this company and spoke to anyone, I received a great attitude, great passion, and was talked to very courteously. The company is obviously very busy. I'm not out to bad-mouth the great hard-workers they have, so I'll refrain from pointing out the company name for the time being. I know what it's like to run a small business, and it's no walk in the park especially with so much volume. I understand that.

My question is: between the service and the delivered product, what do you think? Should I be disappointed? Or are my expectations too high? Should I mention my dissatisfaction to the workshop? Or accept the product I was fairly sold?

The ordering process and build:
In January 2014, I placed my original order with this company and was originally told that it would take 4-6 weeks. The order was for a hardwood cocobolo pedalboard with black tweed case with two input jacks, two output jacks, and one XLR jack. The owner of the company offered to throw in metal handles on the surface of the board, as well as free shipping (I assume since it's a relatively expensive order). Due to the company being very as well as shortage of supplies, orders were announced to be pushed back an additional 1-2 weeks.

In March 2014, I asked if the board had been started since I wanted to change several details in my order. I was told that it hadn't been started and that I could change details to the order. I changed the type of wood request (to cocobolo without any sapwood) and the positioning of the power supply (to the right side of the board instead of the left).

In April 2014, I was told that my board will be started during the week, and that I'll submit my next 50% payment. It was explained that once my board is started, it'll take about a week to complete. However, it was said that cocobolo takes extra time to

dry because of the nature of the wood.

As I've been told that my board was being built, I wait...and wait...I wasn't sure why I hadn't received the board by this point since I was kindly asked to submit my payment since the build was being started. By this point, I've asked the company a few times about order updates and such, so I decided to try to avoid bombarding the team with more emails (and more work answering them).

In August 2014 I went on vacation and came back this month in September to see that I had two FedEx post-its pasted on my door for two attempted shipping attempts to my house. I made a FedEx account and held the package at my FedEx location. I got my board today 9/9/14. I was a little irritated that I didn't receive any email or communication to say that they were shipping the board (since the shipping was a bit out of the blue). I am glad that I did get the shipment though, so no big deal.

The pedalboard quality:
Now to the meat of the topic. On the surface, the board is beautiful. (the nice pictures are at the end of the post) On the outside, the work seems cleanly done. The case is great. It's a fantastic idea and concept for how a pedalboard should be stored and used. However under closer examination, there are really a lot of things happening with this board that I'm really not very happy with. I'm not a woodworker, but I feel like a lot of this looks a bit sloppy and can be avoided with some common sense sort of thinking (not assembling everything when glue is drying, using templates to drill holes, putting another piece of wood behind the wood you're routing/screwing to avoid splintering, really looking at the finished product before you send it to the customer for QC, etc.)

This one is a biggie for me because it has to do with the functionality of the board. The front feet of the board do not touch the ground because of the metal hinges. I know that this isn't how it's supposed to be, and I suspect it's because the bottom of the board should have been built a bit lower, and that the exposed wooden portion is pointing the fastened hinges at an angle toward the ground.
http://i1229.photobucket.com/albums/...psa071178e.jpg
http://i1229.photobucket.com/albums/...pseeb71278.jpg

I also notice that the side of the board with a higher "lift" also has a hinge that was bent out of shape. I don't think this could have been through shipping because of how the board is put together. Here's the bent hinge compared to the un-bent one. Both still touch the ground and prevent the feet from touching the ground. I used post-its to show the amount of space between the feet and the floor.
http://i1229.photobucket.com/albums/...psc91d280e.jpg
http://i1229.photobucket.com/albums/...ps51d3c98e.jpg

One of the first things I noticed was that the power supply was on the wrong side from the last conversation I had with the shop. I did change my order so I understand how the mistake can be made. Now that it's like this, I actually am okay with it because it serves the functionality of all of my lines out going to the same place.
http://i1229.photobucket.com/albums/...psed147eb5.jpg

This is how the bottom of the board looks
http://i1229.photobucket.com/albums/...ps0404dd5d.jpg

Opening it, it's slightly stiff...and I feel the slight pull of dry glue being pulled apart.
http://i1229.photobucket.com/albums/...ps641b639a.jpg

The two light spots on the bottom are where the butterfly latches attach.
http://i1229.photobucket.com/albums/...ps45f9a81b.jpg

One was done fairly cleanly.
http://i1229.photobucket.com/albums/...psf960a4d0.jpg

The other looks pretty nuts.
http://i1229.photobucket.com/albums/...ps462fc142.jpg

I can tell that the bottom of the board was laid on when the glue wasn't done drying yet.
http://i1229.photobucket.com/albums/...ps57d2b5d8.jpg

Some sloppy glue work... =/
http://i1229.photobucket.com/albums/...psc2cb83f1.jpg

Looking at the electronics, the routing and screws are all splintered on the inside. I always thought that this could be avoided with certain techniques, but maybe I'm wrong.
http://i1229.photobucket.com/albums/...psa3df7c09.jpg

Lastly, the tweed on the bottom of the pedalboard has some air folds in a couple places near the hinges. I wouldn't mind if it developed imperfections after I had it for a while, but I just received the board today.
http://i1229.photobucket.com/albums/...ps6ef90cdd.jpg

Here are the nice shots of the pedalboard (sorry for the lighting). The outer case is really great, and there are many parts of the pedalboard that show great craftsmanship. Albeit the things I brought up are internal and superficial besides the "front feet," but I don't know why the insides are so out of whack from a perspective of clean woodworking. I just would have expected more out such a pricey piece of craftsmanship:
Angle shot
http://i1229.photobucket.com/albums/...ps3f9e03aa.jpg

Handle
http://i1229.photobucket.com/albums/...ps5f14bc48.jpg

Butterfly Latches
http://i1229.photobucket.com/albums/...psbf826266.jpg

Another
http://i1229.photobucket.com/albums/...psed147eb5.jpg

Pewtershmit

09-09-2014 09:48 PM

WOW. $1000. Even if it was flawless, you got taken OP.

BlackwaterPark4

09-09-2014 09:59 PM

Quote:

Originally Posted by **Pewtershmit** (Post 18556028)
WOW. $1000. Even if it was flawless, you got taken OP.

Custom Pedalboards get pricey.

OP, sorry to hear about that. I know I'd be more than a little miffed if I paid for custom work that looked like that. I think that's something they need to fix for you. It looks like they were feeling rushed since they gave you such an optimistic quote at first and then rushed this out the door. Unacceptable, especially at that price range.

ramonovrki

09-09-2014 10:00 PM

100 TGPoints for you.

Tiny Montgomery

09-09-2014 10:00 PM

For a grand, that's unacceptable, IMO.

Dave Fox

09-09-2014 10:01 PM

Quote:

This one is a biggie for me because it has to do with the functionality of the board. The front feet of the board do not touch the ground because of the metal hinges. I know that this isn't how it's supposed to be, and I suspect it's because the bottom of the board should have been built a bit lower, and that the exposed wooden portion is pointing the fastened hinges at an angle toward the ground.

So correct me if I'm wrong - When the pedal board is on the stage, the front of it is resting on those two hinges instead of the rubber feet. If that's the case, then it needs to be corrected. Those hinges will scratch floors and they will get loose and fall off because the screws will come out of the wood.

SirGilmour

09-09-2014 10:03 PM

Quote:

Originally Posted by **Pewtershmit** (Post 18556028)
WOW. $1000. Even if it was flawless, you got taken OP.

I agree 100%. And to be honest I don't think your expectations were unrealistic after seeing those pics.

la noise

09-09-2014 10:03 PM

What pedals did it come with? :huh

To me, that would make a difference.

ufo~

09-09-2014 10:04 PM

Ouch brother. That's painful. And talk about shoddy craftsmanship. Sorry to see this. Good luck.

triviani

09-09-2014 10:07 PM

Send it back so they finish it properly.

But yap, your pedalboard is worth more than all my guitar gear put together.

StratLovesLenny

09-09-2014 10:08 PM

Quote:

> Originally Posted by **Pewtershmit** (Post 18556028)
> *WOW. $1000. Even if it was flawless, you got taken OP.*

Well, the way I figure it, I've seen many people have multiple pedalboards, multiple guitars, other non-guitar instruments, all of which combined are far and above the $1K I flipped for the board. I'm not spending anyone else's money, so I don't feel too bad. For me to get the same enjoyment out of playing music as someone spending much more than me over all, paying $1K for exactly what I want isn't too much of a big deal for me, even if the price per item is high.

What I am concerned about is that I'm not getting exactly what I want. Even if it's something I paid too much for, there are problems. Not the value per dollar, but the absolute value of the item to me. Hope my nonsense makes a little sense, at least. haha.

(This is considering I have one great guitar, one great amp, 7 or so pedals, and that's about it).

3th3r

09-09-2014 10:15 PM

I agree with everything you have thought about. Yes, you are probably being a little picky, considering how difficult it is to find excellent craftsmanship, but yes, for $1000 for what is essentially a box, I too would expect great attention to detail. It looks like your board was a Friday afternoon job.

I would mention all your objections to the company that made this, and it would be fantastic if they decided to make things better, however there seems to be a serious lack of pride in manufacturing these days, and I would not hold my breath waiting for them to do anything about it.

airportbar

09-09-2014 10:17 PM

Mojo sent.

AuroraTide

09-09-2014 10:18 PM

I wouldn't be happy at all with that board. If you're paying that much and having to wait that long it better be damn perfect!

I don't think it's THAT much of a rip off though, I've priced out a few custom board + custom case builds that reach around $800.

TheGearWarehouse

09-09-2014 10:21 PM

I just purchased a custom ATA road cased, angled pedalboard with wheels that's significantly bigger than yours and paid half of what you did.

I'm not an expert on custom made wood pedalboards or their prices, but it does seem like you paid a premium.

Also, the product you ended up with is flawed. And not from a manufacturing standpoint, but from a DESIGN standpoint. How could the company not know that the latch prevented the rubber feet from touching the ground?

Does the manufacturer have a policy for returns? I would demand my money back.

I'm very sorry.

Tiny Montgomery

09-09-2014 10:48 PM

Quote:

> Originally Posted by **3th3r** (Post 18556117)
> *I agree with everything you have thought about. Yes, you are probably being a little picky, considering how difficult it is to find excellent craftsmanship, but yes, for $1000 for what is essentially a box, I too would expect great attention to detail. It looks like your board was a Friday afternoon job.*
>
> *I would mention all your objections to the company that made this, and it would be fantastic if they decided to make things better, however there seems to be a serious lack of pride in manufacturing these days, and I would not hold my breath waiting for them to do anything about it.*

For that kind of cash, he should be picky, IMO. Custom woodwork isn't cheap, but it should be right. I don't understand how they could not have noticed the feet not touching the floor. I agree; attention to detail should definitely be expected at that level. Attention to detail is what makes things like that expensive. I'd be disappointed at half the price, honestly.

CyberFerret

09-09-2014 10:52 PM

It could have been a nice pedalboard, but at $1K I too think it is on the expensive side. I know of a few other companies making nice pedalboards out of nice woods, that look almost exactly like yours (i.e. case, internal cables etc.) for $400 to $600.

That is pretty shoddy workmanship for that premium price. I think you are within your rights to send it back, although I don't know that there is much they can do to 'fix' the board other than to rebuild it...

Jerrod

09-09-2014 10:55 PM

Whiskey

Tango

Foxtrot

?

candletears7

09-09-2014 10:56 PM

Yep, pressure on that hinge touching the ground will seesaw the screws out over time. More splintering, loosening of the hinge, and if you're on a hardwood floor or similar, you could end up going for a skate as there is no rubber contact to stop the board moving. Not a good look.

butrus

09-09-2014 10:58 PM

:bonk

1000$ for a pedalboard...of any kind?

Did it come with Vertex cables at least?

:rotflmao

Gumbygreeneye

09-09-2014 10:58 PM

My pedalboard is in the same territory.

This is an unacceptable standard of work.

la noise

09-09-2014 11:00 PM

Maybe they took so long to make your board

because they were too busy trying to fix the mistakes on boards that had been sent back to them by people just like yourself. :huh

StratLovesLenny

09-09-2014 11:27 PM

Not to either defend or demerit the company, but their general track record seems to be pretty clean. I haven't heard many complaints online other than the price, really. I really know nothing more than that about their customer track record though. I just wouldn't think they'd be dealing with some of the people in the industry they're dealing with if they're consistently like this across the board. I know that they may give preference to certain artists/companies in how they schedule the outflow (they need to maintain relationships, after all for being a home-built company), but I sure as heck hope they put as much thought and time into consumer boards as they do company boards at guitar conventions and otherwise.

To note, I don't know if too many of their clients disassemble the bottom "floor" of their boards. Some of those shoddy innards that I took pictures of (glue, crooked screws, things sticking together that shouldn't be sticking together) were from unscrewing the bottom floor of the pedalboard - something most clients may or may not really care about or ever do. *However, I do need to resonate that I would expect everything to be squeaky clean, even if the customer doesn't readily see it.* The things about the hinges propping the board from the floor though, that is undeniably there the second I brought it home, and I sure doubt it was a result of shipping.

I just see it like brushing only the front side of your teeth every day. Beautiful when you smile, but in actuality you have some gnarly tooth decay and fundamental problems that will get worse. The whole mouth is important - not just what people see. That's sort of how I look at my personal profession (not dentistry, mind you).

FloridaSam

09-09-2014 11:33 PM

For that price it needs to come with a free Klon.

((TechnicolorSkyline))

09-09-2014 11:57 PM

My board should be here by the weekend. I'm almost scared to see it now after reading this and hearing from a number of other dissatisfied customers of theirs :/

lv

09-10-2014 12:10 AM

Interested to hear what their response is. I would expect them to go out of their way to make things right for you, like a partial refund and repair.

lv

09-10-2014 12:12 AM

Quote:

Originally Posted by **((TechnicolorSkyline))** (Post 18556312)
My Salvage board should be here by the weekend. I'm almost scared to see it now after reading this and hearing from a number of other dissatisfied customers of theirs :/

Hope yours is better, the co name is salvage though..... :)

catfishmusic

09-10-2014 12:13 AM

OP- I'm not a guy who's phased by the price of the board. That said, for $1000, those flaws are not exceptable in my book. If it were me, I'd send it back and have them fix or redo it, or hit them up for a significant B stock discount if you wanted to keep it as is.

mmolteratx

09-10-2014 12:17 AM

I'd want a $1k pedal board to be god damn flawless. No way I'd accept what's shown in the OP, though if it were cheaper, the only thing I'd fault it for would be the hinges.

Seegs

09-10-2014 12:17 AM

I'd be agreeable to a refund...is that on the table?

Chow,
Seegs

mcdes

09-10-2014 12:18 AM

when i saw the title, "$1000 for pedal board"..... i thought it was for the board, and your pedals, all wired up with new cables custom lengths and patch boxes etc custom made for you.....

..... but just the board..... woaah! #biggerballsthanme

hudpucker

09-10-2014 01:06 AM

The pics certainly don't show $1000 worth of materials or craftsmanship, IMO.

Unacceptable.
http://i1229.photobucket.com/albums/...ps462fc142.jpg

And what's the point of installing rubber feet if they don't touch the floor?

Shoddy.

Exiled_On_Main_St

09-10-2014 01:24 AM

Quote:

> Originally Posted by **triviani** (Post 18556095)
> *Send it back so they finish it properly.*
>
> *But yap, your pedalboard is worth more than all my guitar gear put together.*

All of it? Including guitar and amp?

dbun

09-10-2014 01:49 AM

For $1,000 I was expecting to see PSUs supplied and mounted on the bottom.

jota

09-10-2014 01:51 AM

Quote:

> Originally Posted by **mcdes** (Post 18556345)
> *when i saw the title, "$1000 for pedal board"..... i thought it was for the board, and your pedals, all wired up with new cables custom lengths and patch boxes etc custom made for you.....*

..... but just the board..... woaah! #biggerballsthanme

+1!
Never thought it was just... the board!
It looks pretty heavy too!
I would ask for a refund.

gollumsluvslave

09-10-2014 02:06 AM

What warranty / returns policy do you have on the purchase?

For that price, even a small cosmetic scratch would be something I'd be unhappy about, and both the feet issue and the screw/bracket work are functional things.

I'd be arguing there is a very real possibility of those hinges coming off at some point...

DaveKS

09-10-2014 02:10 AM

Quote:

Originally Posted by **hudpucker** (Post 18556385)
The pics certainly don't show $1000 worth of materials or craftsmanship, IMO.

Unacceptable.
http://i1229.photobucket.com/albums/...ps462fc142.jpg

And what's the point of installing rubber feet if they don't touch the floor?

Shoddy.

Looks like a 6 pack of stout micro brew was involved in that route job. No way in hell for that kind of cash. For $1k I was expecting to see solid brass hardware etc. utterly disappointed.

corn husk bag

09-10-2014 02:21 AM

Send it back for a refund!

JPF

09-10-2014 02:35 AM

I'd return it. They've cut too many corners from what I'm seeing in the pics you provided - not only aesthetic but structural as well. There's no excuse for that when you paid them a premium price, imho. I hope they make it right.

Lithsp

09-10-2014 03:12 AM

..hm..

The board us absolutely beautiful imo, we must have similar tastes, as that is practically my ideal/dream board right there. Gorgeous.

That said, it's got problems and needs to be sent back unfortunately, too much cash for you not to receive a perfect product that satisfies you.

Stressfest

09-10-2014 03:25 AM

Even blind Freddy could see you got taken for a ride. It's not a Vertex board by any chance? *boo hiss.. oh no he didn't* lol :D

Yeah, i'd be asking for a refund for sure.. If you're not happy, voice up.

sleewell

09-10-2014 04:13 AM

Looks like a salvage board, is it?

That company sucks and that board looks like garbage.

Sorry this happened to you, I know others who had similar bad experiences with them too.

guitarman3001

09-10-2014 04:26 AM

For $1000, the craftsmanship should be damn near perfect both superficially and internally. And sorry but the fact that the hinges

prevent the rubber feet from touching the floor is one of the most ridiculous things I've ever seen. I'd expect a design flaw like that from a cheap $20 piece of crap made overseas but for a hand made custom job? That's just unacceptable.

One thing you may want to do is contact them, tell them you're not happy, and direct them to this thread so they can see everyone else's opinion.

Based on their work on your board, it's hard to tell if they're even capable of the type of craftsmanship one would expect for a custom $1K board. Is a refund an option?

shinksma

09-10-2014 04:27 AM

I would not be happy with that "craftsmanship" if I was the one that built the board. To have paid that amount for those poorly drilled screw holes and routing, and overall bad design...well, that is just disappointing.

Send it back, get a refund or a brand new board that has none of the flaws.

juri

09-10-2014 04:29 AM

Return to sender

JZG

09-10-2014 04:33 AM

The craftsmanship should be flawless. I mean, that's really why you paid a premium, right? The hinge thing alone would drive me nuts. Sometimes I wonder if custom builders ever use these things themselves. I inquired about a custom board some time ago. It was an ATA design with the metal/ball corners. I was told they didn't come with rubber feet. So I asked the guy, "How does it stay in one place on the floor?"

Holzar88

09-10-2014 04:41 AM

Totally unacceptable. Even if there were no real functional flaws, the workmanship itself is really shoddy. I'd get my money back if possible.

willatkinson

09-10-2014 04:41 AM

Return it. Go somewhere else... This company isn't going to do satisfactory work if they thought it was okay to send this out. File a

claim with your credit card company if the refuse to give a refund.

crambone

09-10-2014 04:43 AM

Quote:

Originally Posted by **Tiny Montgomery** (Post 18556074)
For a grand, that's unacceptable, IMO.

Yep.

hendrik7

09-10-2014 04:45 AM

Quote:

Originally Posted by **mcdes** (Post 18556345)
when i saw the title, "$1000 for pedal board"..... i thought it was for the board, and your pedals, all wired up with new cables custom lengths and patch boxes etc custom made for you.....

..... but just the board..... woaah!

My thoughts exactly.

But if you have the cash and you want a fancy board, sure go for it. That workmanship however is not worth $1000. I know you're paying for the wood too but waiting for more than 6 months for that board is just :nuts

Chill_Billy

09-10-2014 04:49 AM

Get your money back

mrbluetone

09-10-2014 04:56 AM

Send it back and don't be nice about it.

guitarman3001

09-10-2014 05:11 AM

Quote:

> Originally Posted by **mrbluetone** (Post 18556714)
> *Send it back and don't be nice about it.*

Seriously, send them to this thread.

nateco

09-10-2014 05:12 AM

Hope you paid by credit card, if you need to do a chargeback.

That's not even blem or b stock grade....looks like the trainee built that one.

NewDr.P

09-10-2014 05:19 AM

That's insane. I can't believe what I'm reading. This is truly bizarre.

Sent from my iPhone using Tapatalk

AceBSpankin

09-10-2014 05:22 AM

Return it for a refund, and buy from someone else!!
I know everyone can spend their money how "they" want but...

Don't spend a Grand on a wood box, that is way to much.
There is $50 worth of materials.

zztomato

09-10-2014 05:44 AM

Given that it took them 9 months to deliver what they said would take 4-6 weeks, I think you may be in for a few more headaches.

I'd send it back for a full refund but send them pictures and get an agreement in writing first. Also send them a link to this thread and threaten to out them if they do not cooperate.

starfish

09-10-2014 05:44 AM

Yup, I paid $1,000 for a pedalboard. Would you be bummed with it too? (Many p...

Ask for a full return / refund. If they refuse and you paid by credit card, dispute the charges, make sure you have ample photos (it looks like you do), return the board with tracking and move on. I wouldn't even consider negotiating a different outcome.

That example demonstrates lack of mastery in basic woodworking, finishing and assembly. How they could have a reputation other than 'avoid at all costs' is beyond me.

7thString

09-10-2014 05:44 AM

Ask politely to return it for most of your money back... If they don't play nice, full refund or else you name drop in the thread!

your name here

09-10-2014 05:50 AM

Quote:

> Originally Posted by **7thString** (Post 18556863)
> *Ask politely to return it for most of your money back... If they don't play nice, full refund or else you name drop in the thread!*

He doesn't really need to name drop... Looking at the pics, a lot of us know exactly who made this board.

I, for one, will avoid them based on these pics. Very sloppy.

All times are GMT -7. The time now is 05:47 PM.

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